

Substitute for form 1449 A & B/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)				<i>Complete if Known</i>	
				Application Number	09/981,898
Sheet 1 of 1				Confirmation Number	Not assigned
				Filing Date	November 19, 2001
				First Named Inventor	Tominari NOMURA
				Art Unit	2643
				Examiner Name	Not assigned
				Attorney Docket Number	Q66830

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
		Number	Kind Code ² (if known)		
		US			
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FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Translation ⁶
		Country Code ³	Number ⁴	Kind Code ⁵ (if known)			
SM		JP	2616673		03/11/1997		English Abstract
		JP	10-173774		06/26/1998		English Abstract

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city, and/or country where published.	Translation ⁶

Examiner Signature	Samuel Nguyen	Date Considered	11/5/04
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gm		NTT Customer Systems Department, "Custom, Targeting Improved Service and Increased Operational Efficiency," Business Communications, Japan, Business Communications Company, LTD., October 1, 1995, Vol. 32 No. 10, pages 37-54.	No
		Takuya Yamahira, Yoshiaki Ozawa, Kazuyuki Kawashima, Fumio Sakata, "Network Failure Analysis Expert System EXNETS," NEC Technical Reports, Japan, NEC Cultural Center, LTD., May 15, 1992, Vol. 45, No.4, pages 49-55.	No
		Yasuo Takahashi, Keisure Hara, "Towards an After Service Support System in Order to Improve Customer Satisfaction," Data Processing, Japan, Data Processing Institute, LTD., May 15, 1998, Vol. 39, No. 5, pages 472-475.	No
		Shoji Kogawara, Seiji Matsuo, Nobuyuki Moribe, Toshinori Uji, Mari Sato, "Structuring a Field Data Feedback System to a Design Department," Institute of Electronic, Information and Communications Engineers Technology Research Reports, Japan, Institute of Electronic Information and Communications Engineers, LTD., September 26, 1997, Vol. 97, No. 280, pages 31-36.	No
		Hidekazu Ueda, "Equipment Maintenance Control System Using a Workstation," Keiso, Japan, Industrial Engineer, April 1, 1994, Vol. 37, No. 4, pages 56-60.	No
		Itsuro Aoki and Katsushige Onodera, "Preventative Maintenance Engineering System for a Thermal Power Station," Hitachi Review, Japan, Hitachi Review Company, December 1, 1993, Vol. 75, No. 12, pages 9-12.	No
W		Tetsuji Oishi, Constructing a Sales/Service Information Network and a Data Warehouse in Home Electronics," Institute of Electrical Engineers Research Association Materials (Industrial Systems Information Research Committee), Japan Institute of Electrical Engineers, LTD., January 30, 1998, Vol. 98-10/22, pages 53-58.	No

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